

Objective

Provide intensive support and timely resources to high-risk patients, in order to decrease the need for frequent episodes of unplanned care.

Background

VDMC's Readmissions rate was consistently trending above target and a moderate outlier among Network peer facilities

Historic efforts toward Readmissions prevention primarily reactive and driven by medical plan of care, not global needs of the patient.

Staff across the organization grew increasingly frustrated with a small, complex population who constantly sought care, but never truly improved.

We expended a lot of energy putting 'band-aids' on symptoms of much larger problems. As a Team, we challenged ourselves to be creative.

Actions Taken

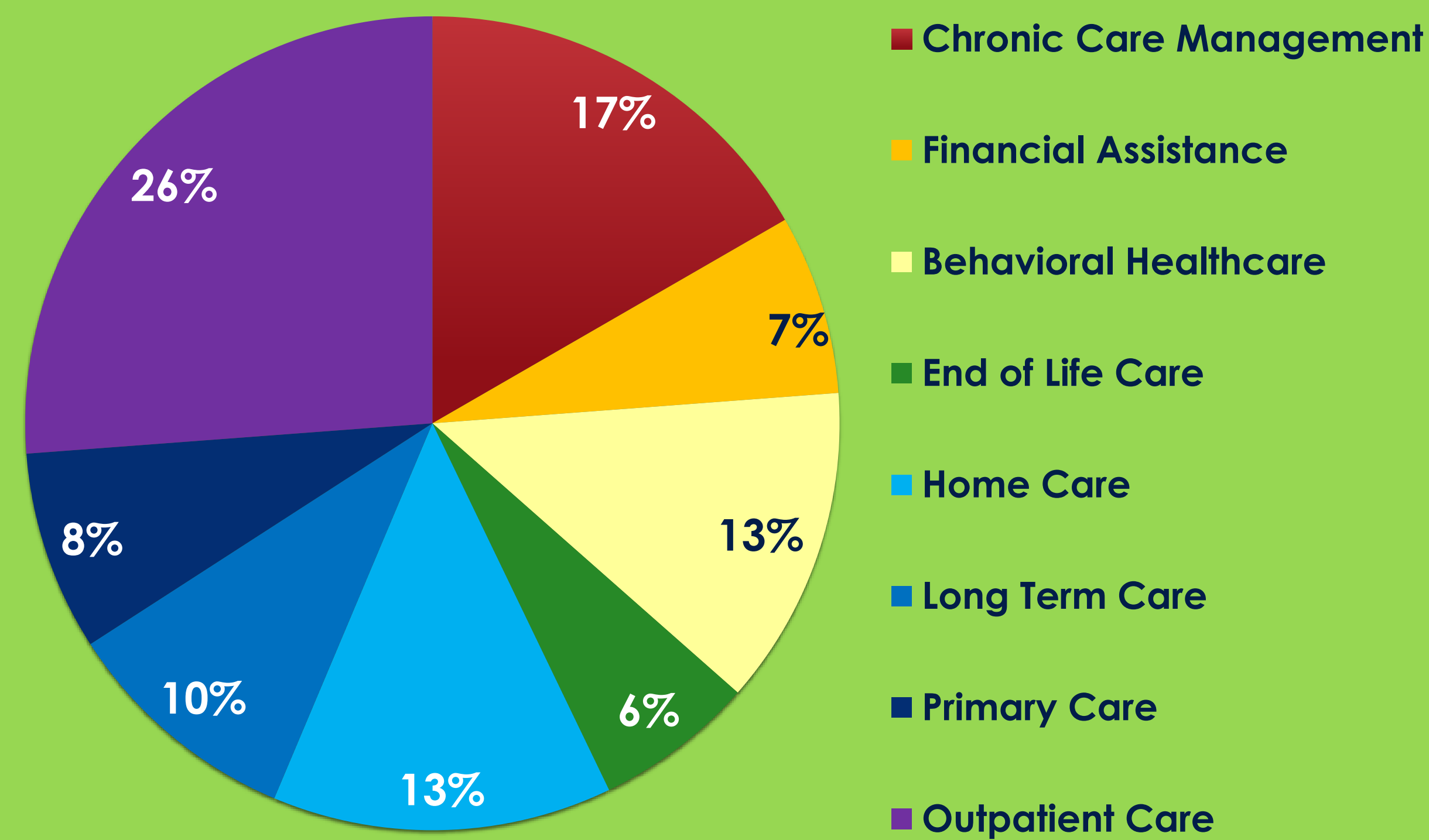
- Identified an 'at risk' population using traditional risk tools plus additional criteria linked to social determinants and high utilization of unplanned care.
- Data resources built by Informatics Team
- Multidisciplinary Team Includes: Case Manager, Health Coach Team, Social worker, Utilization Review, Behavioral Health, Quality and Nursing Leadership,
- Weekly work sessions support focused, individualized case management to a continuous cohort of 25 -28 patients
- Action plans connect patients with appropriate resources when and where they are needed.
- Address negative impact of social determinants of health

Meeting Patients Where They Are Continuity of Care Team

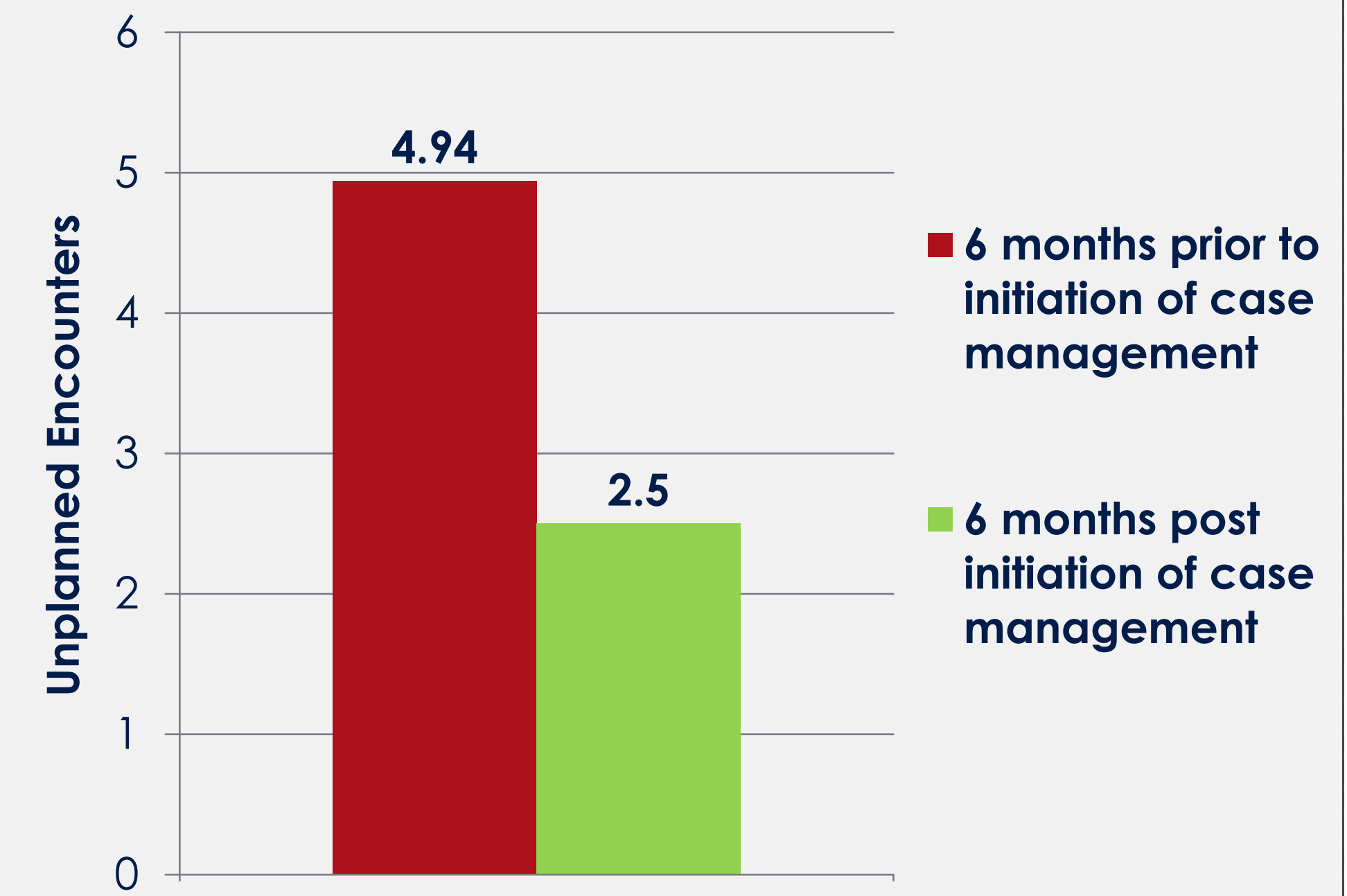
Van Diest Medical Center, Webster City, IA

Metrics

Creating Connections to Meet Needs



Unplanned Encounters Pre vs Post



Analysis

For the target population, interventions achieved

- **49 % reduction** in episodes of unplanned care
- **64% reduction** in acute 30-day Readmissions
- **Assisted 122 patients** with unmet care needs

Next Steps

- **Sustain and expand effective work by**
 - Building program efficiencies that will allow us to serve more individuals using existing resources, without compromising care.
 - Increasing program visibility in service area
 - Fostering relationships with additional providers/agencies that meet the identified needs of our population

